

## What you need to know about digital member ID cards



Our members now have access to digital member ID cards. You can expect to see more patients showing you ID cards on their smartphones and mobile devices. They may also carry a self-printed copy. You can accept either format as valid proof of coverage. But don't worry — the digital ID card features all the information you need.

### Why go digital?

- Digital ID cards are accurate and up to date.
- They're a more secure source of benefits information.
- Producing less plastic helps our environment.

### You can verify patient eligibility without an ID card

Patients may visit your office without their member ID number or a copy of their card. You can search for patients in NaviNet®, our secure provider website, with the Eligibility and Benefits Inquiry transaction. All you need is their name and date of birth.

When you do an Eligibility and Benefits Inquiry, you'll get all the information you need. You can check membership, verify coverage and see other important information, like copays, coinsurance and deductible amounts.

### You'll have electronic access to member ID cards on NaviNet

To access the electronic image of a member ID card, submit an eligibility request for a member. You'll see an image of a generic ID card on the eligibility response screen.

Simply click the image to see a copy of the member's ID card. Then you can download the ID card to a local computer or network, or print it.

Note: Your NaviNet Security Officer must enable this feature. You may not be able to see member ID card images for all plans. Aetna Leap<sup>SM</sup> plan member ID card images will be available in April 2016.

Availity™ also offers electronic access to member ID cards. Just visit [www.availity.com/](http://www.availity.com/).

### Still can't find the member ID number?

You can call us at:

- **1-800-624-0756** for Aetna HMO-based plans and Medicare Advantage plans
- **1-888-MDAetna (1-888-632-3862)** for Aetna Leap, indemnity and PPO-based plans

Note: If you don't know the member's plan type or don't have an ID number, give us a call at **1-888-MDAetna (1-888-632-3862)**. We'll connect you with someone who can help. If prompted for an ID number, you can enter the patient's Social Security number.

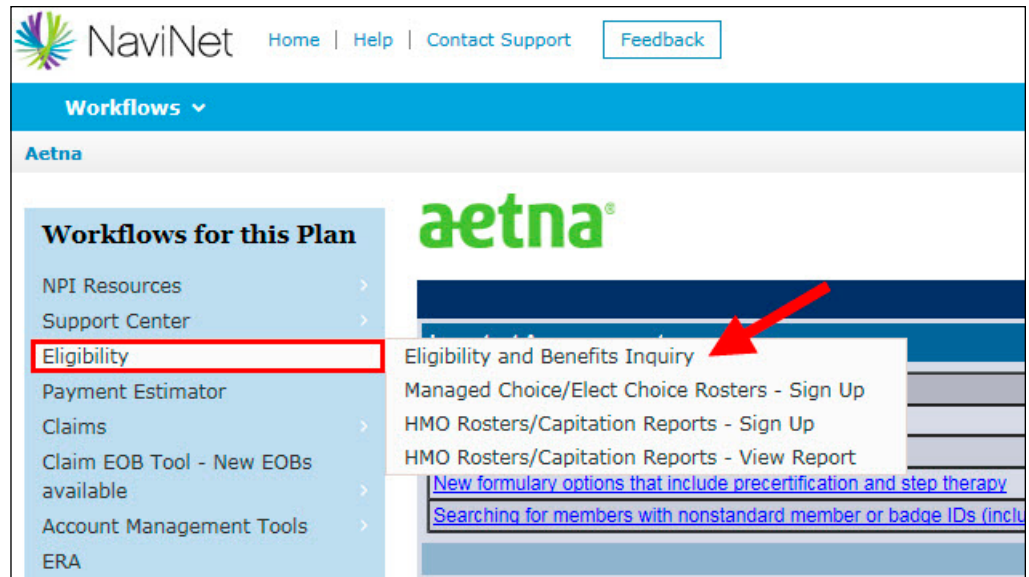
## Access the Eligibility and Benefits Inquiry transaction

**Step 1** — Sign in to NaviNet.

**Step 2** — Select “Aetna” from the “Workflows” menu.

**Step 3** — Select “Eligibility” from the “Workflows for this Plan” menu.

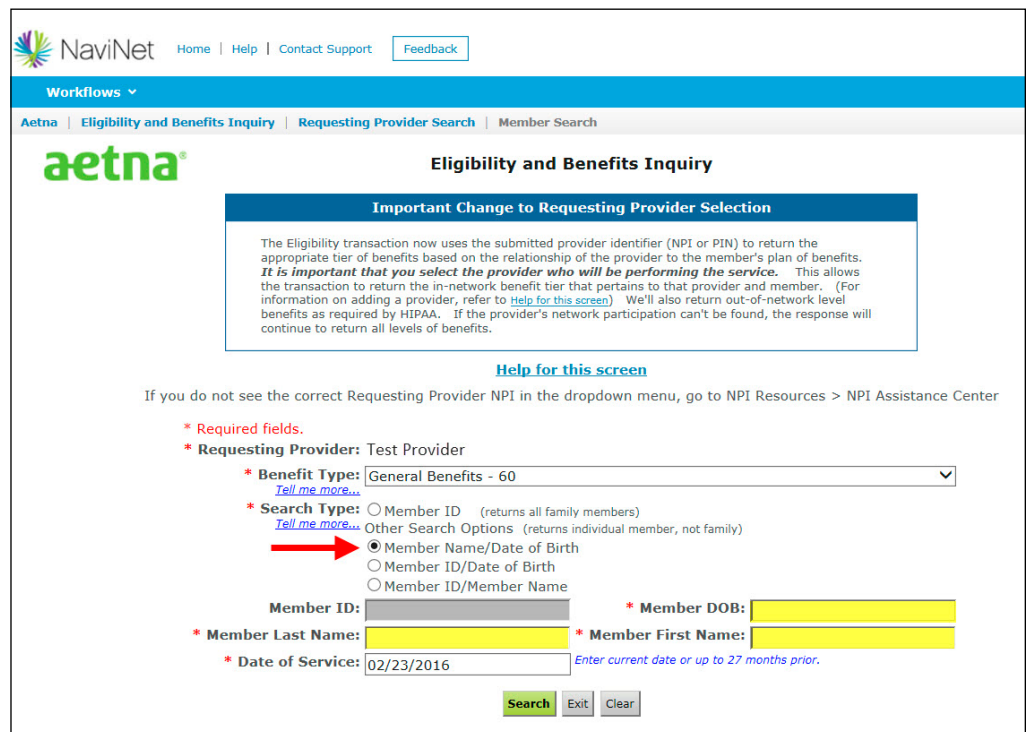
**Step 4** — Select “Eligibility and Benefits Inquiry.”



The screenshot shows the NaviNet interface. At the top, there are navigation links: Home, Help, Contact Support, and a Feedback button. Below this is a blue header with 'Workflows' and a dropdown arrow. Underneath, the 'Aetna' section is visible. A 'Workflows for this Plan' menu is open, listing various options. The 'Eligibility' option is highlighted with a red box. A red arrow points to the 'Eligibility and Benefits Inquiry' option in the dropdown menu that appears when 'Eligibility' is selected.

## Search for a member without an ID number

Select the option for “Member Name/Date of Birth.”



The screenshot shows the 'Eligibility and Benefits Inquiry' page in NaviNet. At the top, there are navigation links: Home, Help, Contact Support, and a Feedback button. Below this is a blue header with 'Workflows' and a dropdown arrow. Underneath, the 'Aetna' section is visible. The 'Eligibility and Benefits Inquiry' page is displayed, showing a message about an important change to the Requesting Provider Selection process. Below the message, there is a form with several fields and options. A red arrow points to the 'Member Name/Date of Birth' radio button option under the 'Search Type' section. The form includes fields for 'Requesting Provider', 'Benefit Type', 'Member ID', 'Member Last Name', 'Member First Name', 'Member DOB', and 'Date of Service'. There are also 'Search', 'Exit', and 'Clear' buttons at the bottom.

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[www.aetna.com](http://www.aetna.com)

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The Aetna logo, featuring the word 'aetna' in a bold, green, lowercase font with a registered trademark symbol.